

FEMA Hazard Mitigation Assistance Grant Program
Applicant Satisfaction Survey 2019

(Items in BOLD are interviewer instructions, and are not intended to be read to the client)

(Items marked *for example* should only be read if respondent needs clarification)

Introduction (Do not read)

INTRO1. Hello, my name is _____. I am calling from [INSERT TELEPHONE VENDOR USED] on behalf of the FEMA Hazard Mitigation Grants. May I please speak with _____?

- 1 Yes > **(Continue to INTRO2)**
- 2 Person not available > **(Schedule a callback)**
- 3 No such person > "Thank you and have a nice day!"
- 99 Refusal/Hung Up > "Thank you and have a nice day!"

(Programmer instructions: Read when the person named in INTRO1 comes to the phone)

INTRO2. Hello, my name is _____ from [INSERT TELEPHONE VENDOR USED] on behalf of the FEMA **Hazard Mitigation Grants**.

We are conducting a survey as part of the American Customer Satisfaction Index to determine how well FEMA is serving its customers. FEMA will use this feedback to improve the [INSERT APPROPRIATE PROGRAM NAME]. Your answers are voluntary, but your opinions are very important. We will not ask any questions about confidential information. If at any time you do not feel comfortable answering a question, please say so. Your responses will be anonymous, and you will never be identified by name. This interview is authorized by Office of Management and Budget Control No. 1090-0007 which expires on September 30, 2021. This interview will take approximately 10 minutes. Is this a good time?

- 1 Yes **(Continue)**
- 2 No "Can we schedule a time that is more convenient for you?"

(If respondent inquiries about the purpose or validity of the survey, please refer to the [INSERT APPROPRIATE CONTACT CENTER])

Hazard Mitigation Assistance (HMA) Grant Program Information

HMA1. Have you applied for an HMA grant as a sub applicant, an applicant or both?

- A. Applicant
- B. Sub applicant
- C. Both

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HMA 2: Which grant program(s) have you applied for? Please select all that apply.

- A. Hazard Mitigation Grant Program (HMGP)
- B. Post Fire Hazard Mitigation Grant Program
- C. Pre-Disaster Mitigation Program (PDM)
- D. Flood Mitigation Assistance (FMA)

HMA 3. Which grant program(s) have you most recently applied for?

- A. Hazard Mitigation Grant Program (HMGP)
- B. Post Fire Hazard Mitigation Grant Program
- C. Pre-Disaster Mitigation Program (PDM)
- D. Flood Mitigation Assistance (FMA)

For the remainder of the survey please respond thinking about the grant program you most recently applied for.

Applicant/Grantee Information

AG1. Through which of the following have you applied for a grant through.....

- A. State
- B. Tribe
- C. US Territory

If needed: This would be the entity you applied for the grant through.

AG2. Have you applied for a planning grant or a project grant?

- A. Planning
- B. Project
- C. Both (Planning and Project)

AG3. What other eligible activities have you applied for?

- A. Planning (assuming most recent was for a project)
- B. Management Cost
- C. Technical Assistance under FMA

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AG4. How many Hazard Mitigation Assistance applications have you submitted?

For the remainder of the survey please respond thinking about the grant program you most recently applied for.

HMA Application Process

Thinking about the HMA application process. Using a 10-point scale, in which “1” means “poor” and “10” means “excellent,” how would you rate...

A1. How clearly FEMA’s HMA Program Materials (e.g. HMA Guidance, addendum, fact sheets) explain the application process

[RECORD RATING 1-10]
98 Don’t Know (Don’t read)

A2. How clearly FEMA’s HMA Program Materials explain the application requirements

[RECORD RATING 1-10]
98 Don’t Know (Don’t read)

A3. The clarity of the communication regarding who to contact for assistance during the application process

[RECORD RATING 1-10]
98 Don’t Know (Don’t read)

A4. The accessibility of the data and information needed to complete an application

[RECORD RATING 1-10]
98 Don’t Know (Don’t read)

A5. The time allotted for completing an application

[RECORD RATING 1-10]
98 Don’t Know (Don’t read)

eGrants System – Only for PDM and FMA

Thinking about your experience with the eGrants system. Using a 10-point scale, in which “1” means “poor” and “10” means “excellent,” how would you rate...

EG1. How easy it was to use the eGrants system

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[RECORD RATING 1-10]
98 Don't Know (Don't read)

EG2. The training available on how to use the eGrants system

[RECORD RATING 1-10]
98 Don't Know (Don't read)

EG3. The available information regarding who to contact for assistance with the eGrants system

[RECORD RATING 1-10]
98 Don't Know (Don't read)

EG4. The time allotted for completing an application using the eGrants system

[RECORD RATING 1-10]
98 Don't Know (Don't read)

HMA Application Cost Effectiveness/Cost Benefit Analysis Process

CE1. Were pre-calculated benefits used to show cost effectiveness?

- A. Yes
- B. No

If needed read: Pre-calculated benefits can be used to show cost effectiveness for many project types.

CE2. Did your project require a Benefit Cost Analysis or BCA?

- A. Yes (continue)
- B. No (skip to AR1)

If needed read: BCA is the method by which the future benefits of a mitigation project are estimated and compared to its cost.

CE2a. Do you conduct your own HMA project Benefit Cost Analysis (BCA)?

- A. Yes (skip to AR1)
- B. No (continue)

CE2b. Who conducts your project BCA,?

- A. State Hazard Mitigation Office
- B. FEMA Regional Office
- C. Joint Field Office
- D. Local Engineer
- E. Contractor
- F. Other (please specify)

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Thinking about the Benefit Cost Analysis process. Using a 10-point scale, in which “1” means “poor” and “10” means “excellent,” how would you rate...

CE3 The clarity of the materials on the FEMA BCA website

[RECORD RATING 1-10]
98 Don't Know (Don't read)

CE4. The accessibility of the data and information needed to complete the BCA

[RECORD RATING 1-10]
98 Don't Know (Don't read)

CE5. The communication regarding who to contact for assistance during the BCA process

[RECORD RATING 1-10]
99 Don't Know (Don't read)

Application Review Process

AR1. Was your project approved or considered for further review?

Yes – continue to AR2 questions below
No: jump to H1

Thinking about the Application Review process. Using a 10-point scale, in which “1” means “poor” and “10” means “excellent,” how would you rate...

AR2. The time required for review process

[RECORD RATING 1-10]
98 Don't Know (Don't read)

AR3. Did you receive a request for additional information?

Yes (continue)
No (Skip to AM1)

Thinking about the request for information that you received. Using a 10-point scale, in which “1” means “poor” and “10” means “excellent,” how would you rate...

AR4. The communication regarding who to contact for questions and concerns

[RECORD RATING 1-10]
98 Don't Know (Don't read)

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AR5. How clearly the request for information explained what was needed

[RECORD RATING 1-10]
98 Don't Know (Don't read)

Award Management and Reporting Requirements

Thinking about the award management and reporting requirements. Using a 10-point scale, in which "1" means "poor" and "10" means "excellent," how would you rate...

AM1. The clarity of HMA program materials regarding the award management and reporting requirements

[RECORD RATING 1-10]
98 Don't Know (Don't read)

AM2. The value of the HMA program materials available to help applicants and sub applicants understand grant management and reporting requirements

[RECORD RATING 1-10]
98 Don't Know (Don't read)

AM3. The format required for the reports

[RECORD RATING 1-10]
98 Don't Know (Don't read)

AM4. Do you believe the amount of information required in the reports is.....

- A. Too much
- B. Too little
- C. Just about right

Project Closeout Process

Thinking about your experience with the Project Closeout Process. Using a 10-point scale, in which "1" means "poor" and "10" means "excellent," how would you rate...

PC1. The communication regarding who to contact with any questions or concerns during the closeout process

[RECORD RATING 1-10]
98 Don't Know (Don't read)

PC2. The materials available from FEMA to explain the closeout process

[RECORD RATING 1-10]
98 Don't Know (Don't read)

Helplines

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H1. With which of the following helplines are you familiar?

- HMA Helpline
- Mitigation Grants Helpline
- Building Science Helpline
- Benefit Cost Analysis Helpline
- Environmental and Historic Preservation Helpline

Ask about only those helplines that the respondent is familiar with:

H2. Which of the following helplines have you called?

- HMA Helpline
- Mitigation Grants Helpline
- Building Science Helpline
- Benefit Cost Analysis Helpline
- Environmental and Historic Preservation Helpline

Ask only those who have contacted one or more of the helplines

Thinking about your recent experience contacting the Helplines. Using a 10-point scale, in which “1” means “poor” and “10” means “excellent,” how would you rate...

H3. The knowledge of the representatives

[RECORD RATING 1-10]
98 Don't Know (Don't read)

H4. The helpfulness of the representatives

[RECORD RATING 1-10]
98 Don't Know (Don't read)

H5. The professionalism of the representatives

[RECORD RATING 1-10]
98 Don't Know (Don't read)

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FEMA HMA Program Materials -- ASK ONLY APPLICANTS/RECIPIENTS

Thinking about the FEMA HMA program materials available to you (e.g. HMA Guidance, addendum, fact sheets) and using a 10-point scale, in which “1” means “poor” and “10” means “excellent,” how would you rate the clarity of ...

PM1. The explanation of the procurement process

[RECORD RATING 1-10]
98 Don't Know (Don't read)

PM2. The explanation of the subrecipient monitoring requirements

[RECORD RATING 1-10]
98 Don't Know (Don't read)

PM3. The explanation of the management cost

[RECORD RATING 1-10]
98 Don't Know (Don't read)

PM4. The explanation of the Non-Federal Cost Share Requirements and options

[RECORD RATING 1-10]
98 Don't Know (Don't read)

PM5. The explanation of the increased cost of compliance as Non-Federal Cost Share.

[RECORD RATING 1-10]
98 Don't Know (Don't read)

PM6. The information regarding who to contact for assistance with questions on grants procurement concerns

[RECORD RATING 1-10]
98 Don't Know (Don't read)

PM7. The information regarding who to contact for assistance with questions on subrecipient monitoring concerns

[RECORD RATING 1-10]
98 Don't Know (Don't read)

PM6. The information regarding who to contact for assistance with questions on management cost

[RECORD RATING 1-10]
98 Don't Know (Don't read)

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Program Administration by States -- ASK ONLY APPLICANTS/RECIPIENTS

PA1. Did you apply for Program Administration by States by submitting a request to FEMA?

- A. Yes
- B. No

PA2. Which of the following best describes how much of the data was accessible to you to complete your request. Would you say....

- A. All of the data
- B. Most of the data,
- C. Some of the data
- D. None of the data

Thinking about the Program Administration by States and using a 10-point scale, in which “1” means “poor” and “10” means “excellent”, how would you rate:

PA3. How clearly the Program Administration by States guidance explains the request process?

[RECORD RATING 1-10]
Don't Know (Don't read)

PA4. The effectiveness of the Program Administration by States program in streamlining the application process?

[RECORD RATING 1-10]
Don't Know (Don't read)

PA5. How effective is the Program Administration by States program for completing mitigation projects more quickly?

[RECORD RATING 1-10]
Don't Know

PA6. Did you delegate approval of mitigation plans?

- A. Yes (continue)
- B. No (skip to AA1)

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Using a 10-point scale, in which “1” means “poor” and “10” means “excellent”, please rate....

PA7. The effectiveness of the Program Administration by States program in strengthening your statewide mitigation program.

[RECORD RATING 1-10]
Don't Know

PA8. How effective the Program Administration by States program was in helping you gain a better understanding of your community's mitigation goals.

[RECORD RATING 1-10]
Don't Know

Advance Assistance -- ASK ONLY APPLICANTS/RECIPIENTS

AA1. Have you applied for Advance Assistance?

- A. Yes (continue)
- B. No (skip to T1)

Using a 10-point scale, in which “1” means “poor” and “10” means “excellent”, please rate....

AA2. The clarity of the advance assistance guidance on the request process.

[RECORD RATING 1-10]
Don't Know (Don't read)

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AA3. How effective is Advance Assistance in streamlining the application process?

[RECORD RATING 1-10]
Don't Know (Don't read)

Training -- ASK ONLY APPLICANTS/RECIPIENTS

T1. Have you taken an HMA application development course at EMI?

- A. Yes (continue)
- B. No (skip to PS1)

T2. Using a 10-point scale, in which "1" means not at all helpful and "10" means very helpful, how helpful was the HMA application development course?

[RECORD RATING 1-10]
Don't Know (Don't read)

T3. Have you taken an HMA grants management course at EMI?

- A. Yes (continue)
- B. No (skip to PS1)

T4. Using a 10-point scale, in which "1" means not at all helpful and "10" means very helpful, how helpful was the HMA grants management course?

[RECORD RATING 1-10]
Don't Know (Don't read)

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Program Satisfaction

PS 1: Using a scale from 1 to 10, where 1 means *Very Dissatisfied* and 10 means *Very Satisfied*, please rate your overall satisfaction with the FEMA [INSERT APPROPRIATE PROGRAM NAME].

PS 2: Using the same 1 to 10 scale, where 1 now means Falls Short of Your Expectations and 10 is Exceeds Your Expectations, how well does your experience with the FEMA [INSERT APPROPRIATE PROGRAM NAME] meet your expectations?

PS 3: Using a scale from 1 to 10, where 1 means Not Very Close to the Ideal and 10 means Very Close to the Ideal, how close is your experience with the FEMA [INSERT APPROPRIATE PROGRAM NAME] to your "ideal" experience?

Outcome Measures

OM 1: On a 10-point scale where "1" means "not at all likely" and "10" means "very likely," how likely are you to recommend this program to others?

OM 2: On a 10-point scale where "1" means "not at all likely" and "10" means "very likely," how likely are you to use this program if needed in the future?

Open ended questions

OE 1: What do you know now that you wish you had known when you first decided to apply for funding?

OE 2: Do you have any comments about your experience with the [INSERT APPROPRIATE PROGRAM] that might help FEMA improve the program and process?